

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: PARKS MAINTENANCE SUPERVISOR
PARKS AND RECREATION DEPARTMENT

GENERAL STATEMENT OF JOB

Under limited supervision, performs supervisory technical work in the coordination and supervision of the maintenance of recreational facilities, grounds, and equipment. Work involves overseeing and coordinating the maintenance crew and seasonal workers' assignments; scheduling and assigning work assignments; inspecting work equipment including parks, grounds, lights, irrigation, and athletic fields; recommending and making repairs; ensuring safety and work policy and procedures are followed; responding to emergency calls and storm related activities such as snow removal and down trees; setting up special events; and taking corrective action when necessary. Reports to the Parks Maintenance Superintendent.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Supervises department employees which involves such duties as instructing, assigning and reviewing work, maintaining standards, acting on employee problems, selecting new employees, appraising employee performance, recommending promotions, discipline, termination and salary increases.

Provides a productive and efficient department; serves as a facilitator/guide to the community through a well-trained team of Park Maintenance Workers to work hard towards a common goal.

Handles all complaints or safety issues in a timely manner; responds immediately.

Assigns work for specific jobs daily; follows thru to completion.

Checks for upcoming events that are within thirty days; assigns crew to project; contacts departments that will be involved including Fourth of July, Halloween, Holiday Stroll, Haunted House, snow removal, down trees, lights, etc.

Checks parts and playgrounds for safety and maintenance issues; recommends corrections; makes repairs.

Sets work days for youth leagues.

Follows up on start-up projects, work in progress, and finished projects with contractors.

Ensures a communication system that is established to help avoid conflict.

Prepares necessary paperwork to document work.

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Estimates supplies and equipment needed to start and complete assignments.

Performs necessary duties in absence of maintenance and seasonal workers.

Evaluates crewmembers work; makes recommendations.

Resolves employee conflicts.

Receives and/or reviews various records and reports such as setting up special events, citizen complaints, work orders, storm damage, and Police generated complaints.

Prepares and/or processes various records and reports such as playground checklist, work place inspection checklist, record of complaints on daily work list, and AED.

Refers to safety program, performance evaluation, accident reporting procedure, work place standards, progression program, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment and vehicles such as loader, tractor, lawn mower, weed eater, ATV, chain saw, computer, etc.

Uses a variety of tools such as shovels, rakes, pitchforks, picks, hammers, wrenches, screwdrivers, pliers, etc.; a variety of supplies such as sand, top soil, athletic field mix, wood chips, grass seed, general office supplies, etc.; and a variety of computer software such as Microsoft Outlook, Microsoft Word, etc.

Interacts and communicates with various groups and individuals such as the Parks Maintenance Superintendent, youth and adult leagues, schools, community, scouts, other departments, and the general public.

ADDITIONAL JOB FUNCTIONS

Serves as Acting Superintendent when needed by performing the following preparing and submitting timesheets, coordinating park maintenance projects, coordinating work projects, serving as member of social committee, working with contractors, reviewing requests, working with the Police Department, etc.

Performs general administrative / clerical work as required, including but not limited to attending and conducting meetings, preparing reports and correspondence, copying documents, compiling data for reports, etc.

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a technical college diploma supplemented by three to four years of supervisory experience in the maintenance field; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. Must possess a valid State commercial driver's license. Must be able to obtain CPR, Playground, Ball field, and Athletic field certifications.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve the ability to exert moderate, though not constant, physical effort, typically involving some combination of climbing, balancing, stooping, kneeling, crouching and crawling, and the lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 20 pounds), and occasionally heavier objects and materials (up to 50 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes giving assignments and/or directions to subordinates and receiving assignments and/or direction from supervisor.

Language Ability: Requires ability to read a variety of policy and procedure manuals, equipment manuals, etc. Requires the ability to prepare reports, records, schedules, memos, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form. Requires the ability to apply influence systems in supervising a staff; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions; to counsel and teach employees. Must be able to communicate effectively and efficiently with persons of various educational and cultural backgrounds and in a variety of technical and/or professional languages including horticulture, mechanics, electrical, general facilities maintenance, etc.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio, proportion, and geometry.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office machinery; to operate motor vehicles and motorized grounds maintenance equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, buttons, switches, catches, tools, etc. Must have moderate levels of eye/hand/foot coordination.

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Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, night vision, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with emergency situations or tight deadlines. The worker may be subject to danger or risk to a moderate degree.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Parks Maintenance Division of the Parks and Recreation Department as they pertain to the performance of duties of the Parks Maintenance Supervisor. Has thorough knowledge of the organization of the Department and of related departments and agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has considerable knowledge in the areas of facilities and grounds maintenance, mechanics, electrical, carpentry, and landscape maintenance. Is able to evaluate facility, grounds, and equipment maintenance needs and initiate maintenance / repairs to ensure a safe environment for staff and citizens. Is able to make sound, educated decisions. Has knowledge of how to apply supervisory concepts and principles. Is able to offer instruction and advice to subordinates regarding departmental policies, methods, and regulations. Is able to perform employee evaluations and to make recommendations based on results. Is able to offer training and assistance to co-workers and employees of other departments as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Is able to read and interpret relatively complex materials pertaining to the responsibilities of the job. Is able to prepare required reports with accuracy and in a timely manner. Has thorough knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Is able to maintain positive customer-focused relationships with co-workers, supervisors, agencies, the general public, and all other internal and external customers. Has knowledge of how to personally demonstrate appropriate customer service skills. Has knowledge of proper English usage, vocabulary, spelling, and basic mathematics. Has knowledge of modern office practices and technology. Is able to perform required mathematical computations with accuracy. Has knowledge of applicable occupational hazards and safety precautions. Is able to perform duties effectively despite infrequent exposure to extreme heat / cold, wetness, humidity, electrical currents, machinery hazards, dusts / pollen, toxic agents, etc. Has knowledge of how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

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Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Planning: Plans, coordinates and uses information effectively to enhance activities and production. Knows and understands expectations regarding such activities and works to ensure such expectations are met. Develops and formulates ways, means and timing to achieve established goals and objectives. Effectively and efficiently organizes, arranges and allocates

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manpower, financial and other designated resources to achieve such goals and objectives.

Organizing: Efficiently organizes own work and that of subordinate staff. Ensures that personnel understand what results are expected of them, and that each is regularly and appropriately informed of all matters affecting or of concern to them.

Staffing: Works with upper management, where appropriate, to select and recommend employment of qualified personnel. Personally directs the development and training of personnel under charge, ensuring their proper induction, orientation and training.

Leading: Provides a work environment, which encourages clear and open communications. Has a clear and comprehensive understanding of the principles of effective leadership and how such principles are to be applied. Provides adequate feedback to personnel under charge concerning their performance. Commends and rewards personnel under charge for outstanding performance, and takes timely and appropriate disciplinary action as necessary. Exercises enthusiasm in influencing and guiding others toward achievement of established goals and objectives.

Controlling: Provides a work environment, which is orderly and controlled. Coordinates, audits, and controls manpower and financial resources efficiently and effectively. Coordinates, audits, and controls the utilization of materials and equipment efficiently and effectively. Has a clear and comprehensive understanding of established standards, methods and procedures.

Delegating: Assigns duties as necessary and/or appropriate to meet goals, enhance abilities of personnel under charge, build their confidence and assist them in personal growth. Has confidence in personnel under charge to meet new or additional expectations.

Decision Making: Exercises discretion and judgment in developing and implementing courses of action affecting functions under charge. Recognizes when a particular policy, procedure or strategy does not foster the desired result, and moves decisively and explicitly to develop and implement alternatives.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not adverse to change that supports achievement of goals and objectives.

Human Relations: Strives to develop and maintain excellent rapport with personnel under charge. Listens to and considers their suggestions and complaints, and responds appropriately. Establishes a work environment to promote and maintain mutual respect.

Policy Implementation: Has a clear and comprehensive understanding of policies regarding functions under charge and the function of the organization. Adheres to policies in the discharge of duties and responsibilities, and ensures the same from personnel under charge.

Policy Formulation: Maintains awareness of changes in operating philosophies and policies, and routinely reviews policies to ensure any changes in philosophy or practice are appropriately incorporated into functions under charge. Recognizes and understands the relationship between operating policies and practices and morale and performance. Strives to ensure that established policies enhance same.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

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